



ELEVATING NEW HIRE ONBOARDING

By Meghan Koransky

Successful onboarding programs orient new employees to benefits, culture, operating systems, firm processes, and everything in between. More importantly, they set new hires up for success by helping them feel valued, informed, and confident. Here are five tips that firms can take to elevate the employee onboarding experience.

#1 Start Early. Acculturation begins weeks, even months, before candidates officially join a firm. Regular updates during the hiring process build trust by demonstrating respect for the candidate's time. After a candidate accepts an offer, personalized touches (e.g., welcome calls from future colleagues and hand-delivered firm swag) build excitement. These touch points give the candidate a glimpse into firm culture and help to reaffirm their decision to join the firm.

#2 It's a Team Effort. Onboarding involves the entire firm, not just HR. Firms should pair each new hire with a dedicated resource, responsible for making introductions, planning tours and welcome events (e.g., team lunches and happy hours), and tracking process on onboarding initiatives. Firms can draw on their team's collective strength by:

- Asking employees what they would have found helpful when they were new.
- Assigning a formal mentor for ongoing support, such as offering tips for success and facilitating the transfer of institutional knowledge.
- Arranging for new hires to meet with firm leaders to get a better sense of roles, expectations, and values.

#3 Avoid Information Overload. Not enough information leaves new hires feeling untethered. On the other hand, too many training sessions and meet-and-greets can be overwhelming. Create a digestible onboarding schedule that spaces out trainings and introductory meetings, so information is more readily absorbed and retained.

#4 Sprinkle Touchpoints Throughout the Year. It is easy for new hires to feel forgotten once the courtship process is over. Layer in touchpoints throughout the year, such as recurring meetings with administrators and supervisors to discuss workload and training, as well as to provide feedback and answer questions.

#5 Evaluate and Revise. Like good wine, well-crafted onboarding programs get better with age. Ask new hires for their input on how the onboarding experience went, particularly what worked, what didn't, and where the firm can do better. This will enhance future onboarding efforts and help new employees feel heard.



Are you a founding partner with stories about employee onboarding? We want to feature you on an upcoming episode of our Founding Partners podcast. Contact Meghan Koransky for details.